

PERIODIC DISCLOSURES

FORM NL-41 : GREIVANCE DISPOSAL



Name of the Insurer: BHARTI AXA General Insurance Company Limited
Registration No: 139 and Date of Registration with the IRDA : 27th June 2008

Date: As on 31st December 2016

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER DURING THE FINANCIAL YEAR 2016-17

Sl No.	Particulars	Opening Balance * As on being of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints Registered upto the quarter during the Financial year (1st April'16- 31st Dec'16)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	1	1	1	0	0	1	4
b)	Claim	19	355	127	166	65	16	1347
c)	Policy Related	24	507	328	170	13	20	1293
d)	Premium	0	7	3	2	0	2	20
e)	Refund	3	45	39	6	1	2	113
f)	Coverage	0	8	2	5	1	0	15
g)	Cover Note Related	0	0	0	0	0	0	5
h)	Product	0	0	0	0	0	0	3
i)	others	0	14	0	13	1	0	25
	Total Number of Complaints	47	937	500	362	81	41	2825

2	No. of Policies during the previous year (1st April'14-30th March'15)	1902279
3	Total no. of Claims during the previous year (1st April'14-30th March'15)	252191
4	Total no. of polcies during the current year (1st April'15- 31st Dec'15)	1446367
5	Total no. of Claims during the current year (1st April'15- 31st Dec'15)	186918
6	Total no. of policy complaints (current year) per 10000 policies	10.22
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	72

8	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 Days	38	0	38
b)	7 to 15 Days	3	0	3
c)	15 to 30 Days	0	0	0
d)	30 to 90 Days	0	0	0
e)	90 Days and beyond	0	0	0
	Total Number of Complaints	41	0	41

* Opening balance should tally with the closing balance of the previous financial year.

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